

MW ROLE MANDATE - Technical Leader

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|---|----------------------------|-----------------|------------------------------------|---|-------------------|---|-------|--------|
| Position | Manager, Injury & Wellness | Reports to | Senior Manager, Health & Wellbeing | | | Group | 3 | |
| Division | People & Transformation | Span of Control | Direct Reports: | 0 | Indirect Reports: | 1 | Grade | Hay 16 |
| Role Purpose | | | | | | Measures of success | | |
| The Manager, Injury and Wellness manages the WorkCover Self-Insurance licence, early intervention program, strategy and administration of WorkCover claims, and assisting in the return to work of both work and non-work related injuries, illnesses and conditions. | | | | | | Time focus: (see detail over page) 5% Influencer 5% Strategist 45% Contributor 45% Driver | | |
| Key individual accountabilities | | | | | | Qualifications & Experience | | |
| <ul style="list-style-type: none">• Manage the Self-Insurance licence including reporting and compliance (e.g. SISAP audits, EDT returns etc).• Lead case management of Injuries (work and non-work related), return to work and associated support, WorkCover and associated claims.• Drive for quality outcomes in Rehabilitation, Return to Work and Early Intervention strategies – through assessment of risk, anticipating change and being proactive in planning and execution.• Ensure complete and accurate recording and reporting of all aspects of injury management (including claims management)• Identify injury management trends, define lessons learnt, and integrate findings into improvement initiatives.• Liaise with and manage a variety of internal and external stakeholders during the claims process including the worker, lawyers (for advice and settlements), human resources, the safety service delivery team and Melbourne Water managers and leaders. processes for:• Be up to date with changes to legislation and the impact on our processes and business operations• Assist in the management of health, medical and supporting contracts and processes required to support a healthy workplace• Assist in defining and implementing a health assessments program within Melbourne Water.• Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. | | | | | | <ul style="list-style-type: none">• WorkCover experience with an overview of Self- Insurance Scheme.• Experience with Return to Work and related industrial issues.• Excellent relationship management at all levels of an organisation.• Drivers licence. | | |
| Key shared accountabilities | | | | | | Technical capability | | |
| <ul style="list-style-type: none">• Our People: Engagement Scores, role model MW values & behaviours• Financial Sustainability: Overall MW Budget and Business plan (where applicable)• Customer and Community: Divisions internal NPS score as a service; Overall MW Customer Satisfaction and Reputation Scores (where applicable)• Safety Leadership: Safety Scores from C&E survey• Vision and Purpose: Communicates and inspires a shared Team vision and strategic direction• Risk: Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework. | | | | | | <ul style="list-style-type: none">• Highly developed workers compensation• Strong facilitation and communication skills. | | |
| Decision Rights – owns | | | Decision Rights - influences | | | | | |
| Return to Work WorkCover WorkCover systems and processes | | | | | | | | |

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| Time Focus | | | |
|---|--|--|---|
| Influencer | Strategist | Contributor | Driver |
| <ul style="list-style-type: none">• Build relationships across the organisation.• Support business leadership. | <ul style="list-style-type: none">• Position the Health and Wellbeing team and the organisation for the future (Future Focus), using foresight for innovation. | <ul style="list-style-type: none">• Contribute to achieving team and business goals. | <ul style="list-style-type: none">• Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered.• Driving operational effectiveness and process improvement. |